

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Applicant: Peter Tavernese Jr. Examiner: Nguyen, Quynh H.  
Serial No.: 09/745,305 Group Art Unit: 2642  
Filed: December 21, 2000 Confirmation No: 2060  
Title: **CUSTOMER SERVICE RESPONSE SYSTEM FOR INTERACTION WITH  
CUSTOMER SERVICE AGENTS**

**MAIL STOP APPEAL BRIEF - PATENTS**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**TRANSMITTAL LETTER**

Transmitted herewith for filing in the above-identified patent application are the following documents:

1. Appellants' Reply Brief pursuant to 37 C.F.R. §41.41 (7 pages); and

The Commissioner is hereby authorized to charge any fees that may be due, or to credit any overpayment, to Deposit Account No. **14-1315**, Ref. No.: **27996-133**.

Respectfully submitted,



Boris A. Matvenko, Reg. No. 48,165  
Attorney/Agent for Applicants  
MINTZ LEVIN COHN FERRIS, *et al.*  
666 Third Avenue - 24<sup>th</sup> Floor  
New York, New York 10017  
Telephone: (212) 935-3000  
Telefax: (212) 983-3115

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